

INFORMATIONAL LETTER NO. 2075-MC-FFS

DATE: December 6, 2019

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS),

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Quarterly Provider Training 2020

EFFECTIVE: Upon Receipt

The IME will hold quarterly provider training sessions in addition to the annual provider training that takes place each year. The quarterly training sessions will be held in one region, and focus on a specific topic. The annual training sessions will continue to be held throughout the state and will target all provider types. All sessions, quarterly and annual, will include representatives from the IME and the MCOs.

Quarterly training sessions will be recorded and made available on the IME website for providers who cannot attend.

Quarterly Provider Training Sessions:**Quarter 1 Session**

Topic: Community-Based Case Management

Date: January 13, 2020

Location: Dubuque: Grand River Center, 500 Bell St., Dubuque

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Quarter 2 Session

Topic: Home- and Community-Based Services (HCBS) Waivers and Consumer-Directed Attendant Care (CDAC)

Dates: March 2020 (final date to be announced)

Location: Mason City

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Quarter 3 Session (Annual Provider Training)

Topic: All

Locations: Cedar Rapids, Davenport, Des Moines, Dubuque, Sioux City, Waterloo

Dates: June 2020 (final dates to be announced)

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Quarter 4 Session

Topic: Durable Medical Equipment (DME)

Date: September 2020 (final date to be announced)

Location: Council Bluffs

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Registration Information:

The IME will use an online registration form to manage the training sessions scheduled for each quarter. The online registration will simplify the sign-in process at each venue.

- The Quarter 1-Dubuque morning session registration form can be found [here](#)¹.
- The Quarter 1-Dubuque afternoon session registration form can be found [here](#)².
- If you are unable to complete and submit the online registration form, please contact the IME Provider Services Unit at 1-800-338-7909 and a representative will complete a form on your behalf.
- Please plan on attending the session you are registered for at the designated date and time. You will be notified immediately after submitting your online registration form if we are unable to accommodate your request. If you are unable to register because a session is fully booked, please review the schedule of sessions for a different location near your community.
- **Seating at all venues is limited, so please ensure all staff who are registered plan to attend.**
- Actual session end times may vary depending on attendance participation. The time frames provided are an estimate and we ask that you plan accordingly.
- There is no cost to attend these sessions.

How to Register:

Please go to the [DHS website](#)³ to complete the online Training Registration Form. If you are unable to attend one of the sessions, similar information will be made available on the DHS website after the conclusion of the scheduled trainings. A Frequently Asked Questions (FAQ) document will also be developed and made available on the DHS website.

Providers may submit topics to be addressed at the listed quarterly trainings by sending an email to IMEProviderOutreach@dhs.state.ia.us. When requesting a topic, please include your National Provider Identifier (NPI) number, address, and the quarterly training you plan on attending.

For any questions, please contact the IME Provider Outreach Unit at 1-800-338-7909 or send an email to IMEProviderOutreach@dhs.state.ia.us.

¹ <https://www.tfaforms.com/4777824>

² <https://www.tfaforms.com/4777854>

³ <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>